



# VA TRUST REPORT

APRIL 1 – JUNE 30, 2021

VA.GOV/TRUST

U.S. DEPARTMENT OF VETERANS AFFAIRS

Updated October 6, 2021



**Current VA-Wide Trust Score: 78%** (↓ 1.0%)

4/1/21 - 6/30/21



**Male Veteran Trust 90.7%** (↑ 0.1%)

|       |       |   |       |       |   |
|-------|-------|---|-------|-------|---|
| <30   | 79.9% | ↑ | 30-39 | 77.8% | ↓ |
| 40-49 | 84.7% | ↑ | 50-59 | 88.2% | ↑ |
| 60-69 | 90.5% | ↑ | 70+   | 92.3% | — |



**Female Veteran Trust 87.1%** —

|       |       |   |       |       |   |
|-------|-------|---|-------|-------|---|
| <30   | 82.1% | ↑ | 30-39 | 78.0% | ↑ |
| 40-49 | 82.8% | ↓ | 50-59 | 86.3% | ↓ |
| 60-69 | 89.8% | ↓ | 70+   | 92.6% | — |



**Trust by Race and Ethnicity**

\*Data from VHA Outpatient Survey

|                                   |       |   |                                     |       |   |                        |       |   |
|-----------------------------------|-------|---|-------------------------------------|-------|---|------------------------|-------|---|
| American Indian or Alaskan Native | 87.1% | ↑ | Native Hawaiian or Pacific Islander | 87.2% | ↓ | Hispanic or Latino     | 91.7% | — |
| Asian                             | 92.6% | ↑ | White                               | 92.1% | ↑ | Not Hispanic or Latino | 91.9% | ↑ |
| Black or African American         | 90.7% | ↑ |                                     |       |   |                        |       |   |

## VA-WIDE CUSTOMER EXPERIENCE DRIVERS



**EASE**  
72% (↓ 2.0%)



**EFFECTIVENESS**  
77% (↓ 2.0%)



**EMOTION**  
75% (↓ 2.0%)



**EMPLOYEE HELPFULNESS**  
9.2 —



**EQUITY AND TRANSPARENCY**  
9.2 ↑



**QUALITY**  
9.4 —



**SATISFACTION** 9.4 ↑



**SIMPLICITY**  
9.0 ↑



**SPEED**  
8.8 ↑

## TOP COMPLIMENTS\*



- ✓ Quality of Care
- ✓ Staff Interactions
- ✓ Cleanliness of Facility
- ✓ Specialty Care Satisfaction
- ✓ Available Benefits Information

## TOP CONCERNS\*



- ✗ Prescriptions for Pain Management
- ✗ General MISSION Act Feedback
- ✗ Appointment Cancellation by VA
- ✗ Accuracy of Mail Order Prescription Addresses
- ✗ Cancellation of VA Prescriptions

### APPOINTMENTS

66.4% (↑ 3.3%)

### MISSION ACT

47.1% (↓ -12.9%)

### MAIL ORDER PRESCRIPTIONS

81.6% (↑ 0.2%)

\*Concerns and compliments from VA Health Care Outpatient Surveys

\*Arrow and change is compared to last quarter's trust report

KEY: ↑ positive, ↓ negative, or — neutral.

## VA CALL CENTER EXPERIENCE



### Ease/Simplicity

"I understood the information provided by the [Agent]." **8.4** ↑



### Efficiency/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.2** ↑



### Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.2** ↑



### Employee Helpfulness

The [Agent] I interacted with was helpful." **8.9** ↑



### Quality

The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.8** ↑



### Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.9** ↑

## VSIGNALS SURVEY DATA

2016 - Present



**41,844,555**

**VSIGNALS Surveys Sent** (total)



**7,228,703**

**VSIGNALS Surveys Received** (total)



**2,535,499**

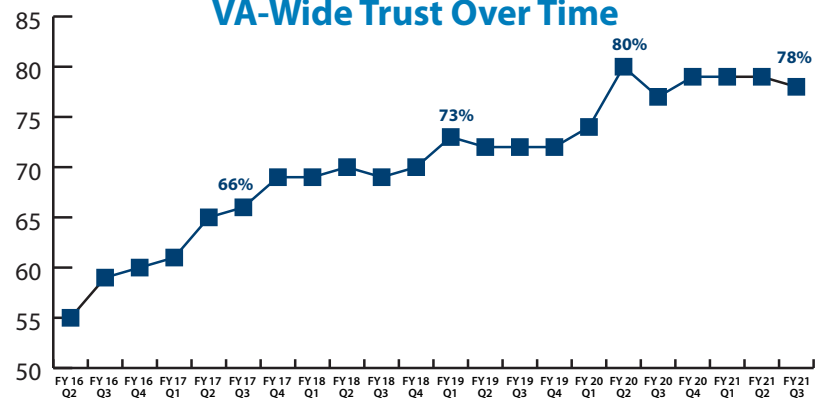
**Text Free Responses** (total)



**88**

**Active VSIGNALS Surveys** (current)

## VA-Wide Trust Over Time



## COVID-19 SURVEY SUMMARY



### CONFIDENCE/TRUST

**91.8%** (↓ 1.7%)



### QUALITY

**93.1%** (↓ 2.4%)



### EASE/SIMPLICITY

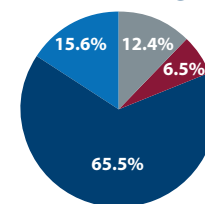
**62.8%** (↓ 12.1%)



### EMPLOYEE HELPFULNESS

**93.2%** (↓ 1.0%)

## PREFERENCE OF CARE



**VIDEO  
TELEHEALTH**  
**12.4%**

**PHONE**  
**6.5%**

**IN-PERSON**  
**65.5%**  
**NO  
PREFERENCE**  
**15.6%**

## Top 3 Reasons for Getting Vaccinated



**79.7%**

**IT'S THE BEST WAY TO  
PREVENT ME FROM GETTING  
SICK FROM COVID-19**

**54.5%**

**IT'S THE BEST WAY TO  
PREVENT OTHERS FROM  
GETTING COVID-19**

**41.9%**

**IT WILL CONTRIBUTE TO  
ENDING THE COVID-19  
PANDEMIC**

1,973 Veterans responded to a COVID-19 Survey from April 1 – June 30, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

KEY: ↑ positive, ↓ negative, or — neutral.

**VA**



U.S. Department  
of Veterans Affairs

For more information on  
how **VA measures trust**  
visit [www.va.gov/Trust](http://www.va.gov/Trust)

Download the **VA Welcome Kit** [www.va.gov/welcome-kit/](http://www.va.gov/welcome-kit/)  
Subscribe to **#VetResources** [www.va.gov/vetresources/](http://www.va.gov/vetresources/)  
**Veterans Crisis Line:** 1-800-273-8255, Press 1  
**The one number to reach VA:** 1-800-MyVA411